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May 27, 2003

Federal Communications Commission Chair  
Michael K. Powell  
445 12th St SW  
Rm 8-B201  
Washington, DC 20554

Dear Chair Powell

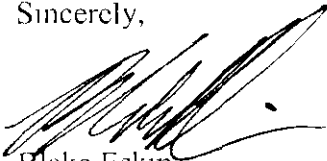
I'm hoping the FCC will enforce the number portability deadline of November 2003, so I can keep my phone number if I change carriers. As a consumer lack of number portability has reduced my market choices and allowed carriers to provide unacceptable levels of service

If wireless carriers are forced to be competitive as a result of number portability, I strongly believe that market forces will also solve the following current critical issues with wireless carrier providers

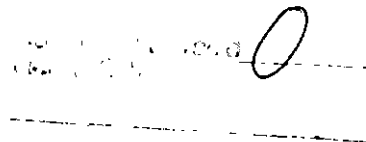
- Service and billing standards that are difficult to understand
- Confusing prices and terms
- Neglect of current customers in the pursuit of new customers (high switching costs for current customers reward carriers for poor servicing of current accounts)

Please take action. This issue also has direct bearing on the success of small businesses across the US for whom cellular phone service is critical and often a significant cost to the business

Sincerely,



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